



Supply Chains  Community Case Management

Strengthening IPLS for HEWs Assessment Results for Phase 2 Ethiopia 2012



Phase 2 SC4CCM Project

Phase 2: Build on the foundation of training to strengthen the IPLS for HEWs to significantly improve product availability



- Conduct additional assessment to identify focus areas of support for IPLS for HEWs at direct delivery health centers
- Design intervention activities based on results in collaboration with PFSA and USAID | DELIVER Project

Methodology

- Logistics Indicators Assessment Tool (LIAT)
 - Interview HEWs and HC Pharmacy staff/store managers
 - Physical count of tracer products at HP and HC
 - Observation of storage conditions and record keeping and reporting
- Data was collected using mobile phones
- Partner with local evaluation group JaRco
- Collected stock data for 18 tracer commodities



18 Tracer Products

- Cotrimoxazole 120 mg tablets
- Coartem 1X6, tablet
- Coartem 2X6, tablet
- Coartem 3X6, tablet
- Coartem 4X6, tablet
- Malaria RDTs
- Mebendazole 100mg
- Zinc 20mg tablets
- ORS sachets
- Plumpy Nut (RUTF) sachets
- Paracetamol 100mg
- Male Condoms
- Depo Provera injection (DMPA medroxy progesterone acetate injection 150mg/mL)
- Tetracycline eye ointment (1%)
- Implanon implants
- Microgynon cycles
- Syringes 5ml
- Gloves



Sampling: Phase 2

| | Amhara | SNNP | Total |
|--------------|-------------|---------|-------|
| Zones | West Gojjam | Haddiya | 2 |
| WHO | 14 | 11 | 25 |
| HC | 16 | 15 | 31 |
| Health Posts | 79 | 98 | 177 |



Limitations

- Some health posts/centers were not accessible; replacements when possible
- Missing/incomplete data for some forms



HEWs Have Usable and Quality Medicines Available When Needed

- 79% Amhara and 43% SNNP of HEWs had all ICCM products (cotri, ORS, zinc and any ACT) in stock on DOV
- 17% Amhara and 68% SNNP of HEWs had all FP products (COCs, implanon, condoms and Depo-Provera) in stock on DOV

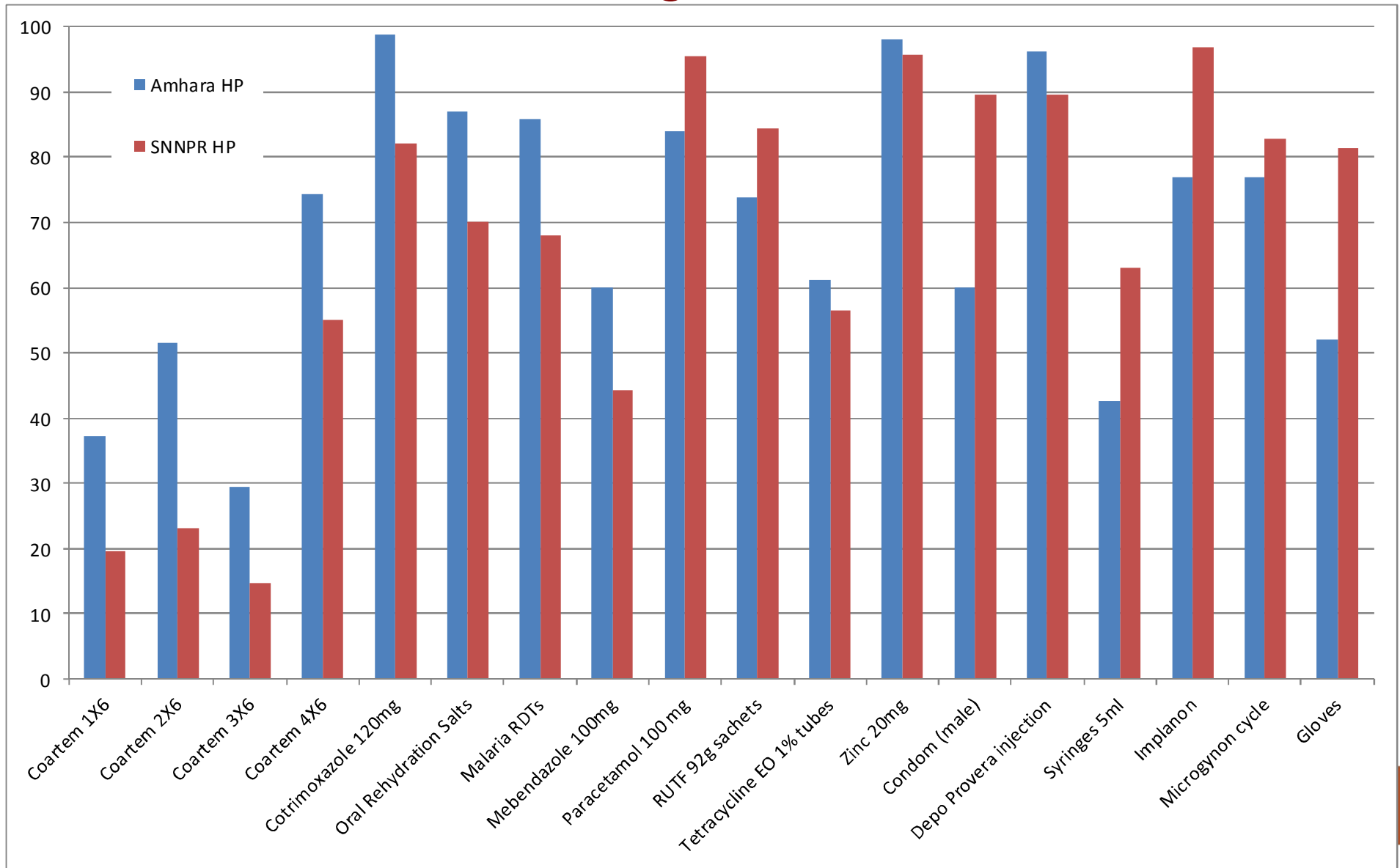
Facilities must have all 4 FP or ICCM products to be counted as available.



In Stock on DOV at HP by Product, by Region



JSI Research & Training Institute, Inc.



Results by Key Processes

1. Inventory Management at HC
2. Inventory Management at HP
3. Reporting of Logistics Data
4. HP Resupply from HC
5. Storage
6. Transport
7. Support for HEWs in SC





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Inventory Management at Health Center

Stock management

Use of receipt documents

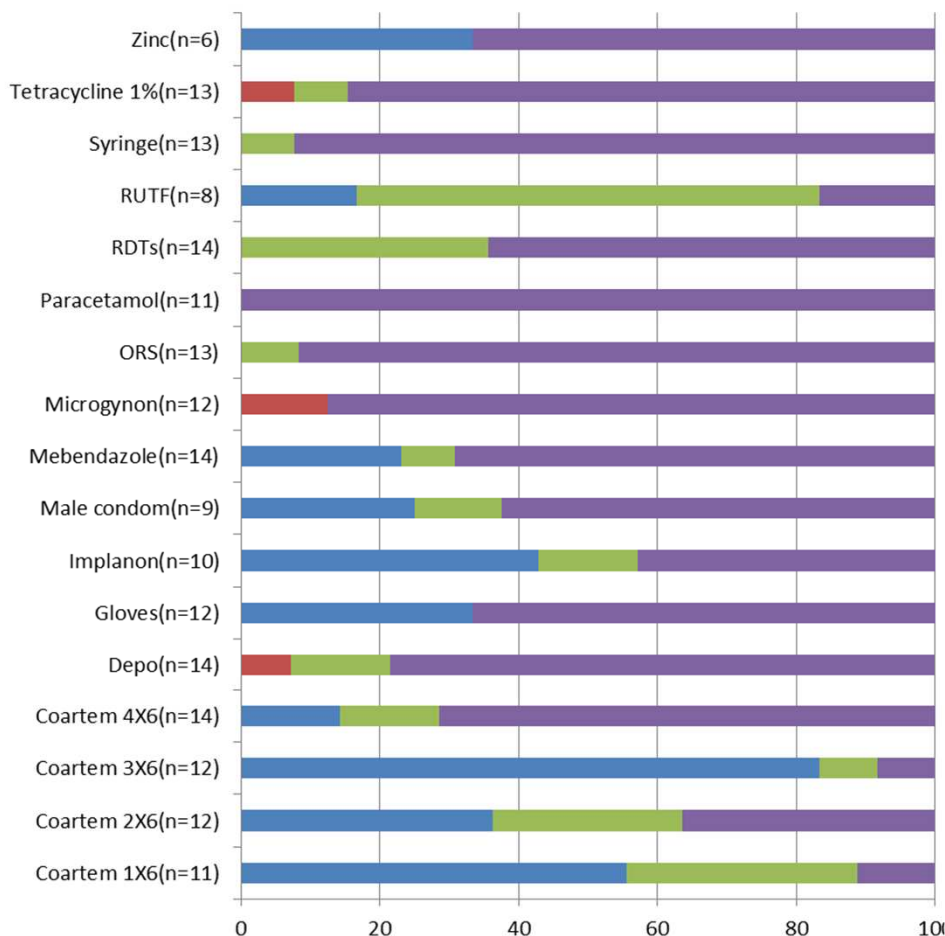
Bin cards availability and use

CR products management

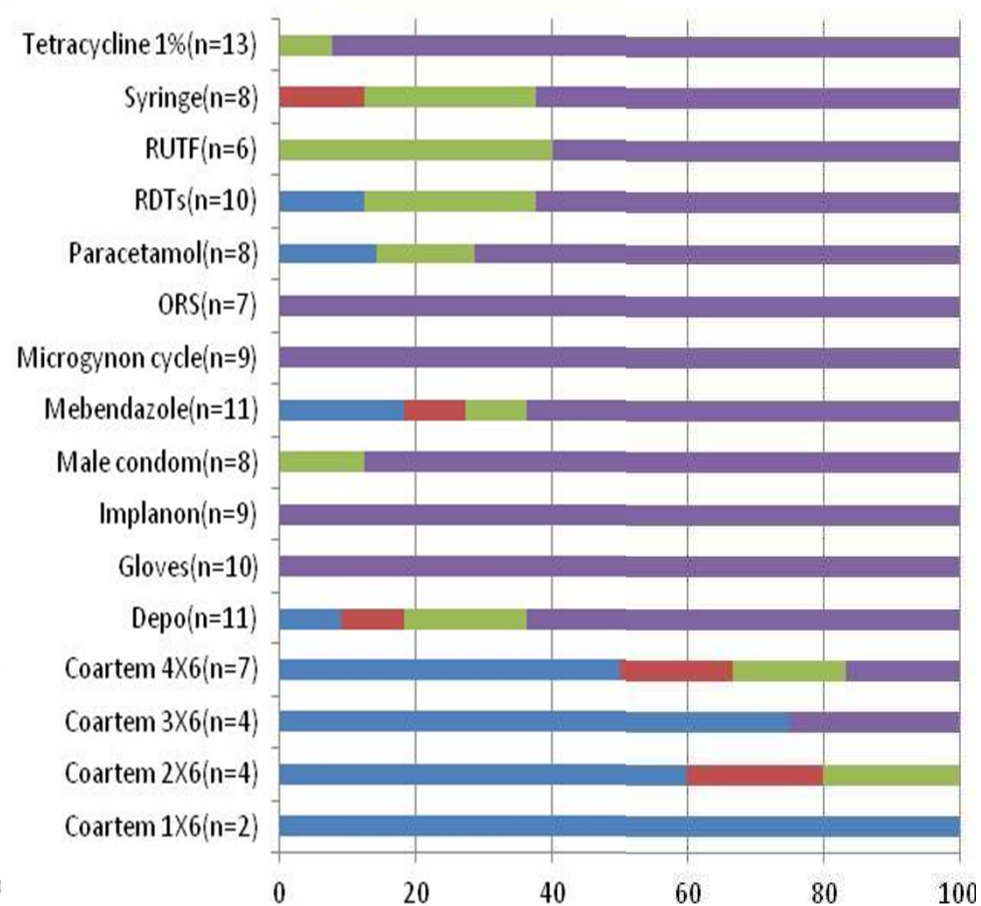


Stock Status at HC on DOV

Amhara



SNNP



■ no stock
 ■ understocked
 ■ adequately stocked
 ■ over stocked



No cotrimoxazole 120mg in either and no zinc in SNNP

Reasons for Stock Outs at HC

| Reported reasons for stock out | Amhara | SNNP |
|---|--------|------|
| Do not receive all the products ordered | 20% | 42% |
| Resupply point does not give me enough products | 67% | 58% |
| Resupply point did not have any | 13% | 17% |
| HEWs are requesting more and more products | 13% | 42% |



Actions when Stocked Out

| Actions | Amhara | SNNP |
|--|--------|------|
| Go to WoHO for emergency supply | 60% | 58% |
| Borrow from another facility | 33% | 25% |
| Go to local private supplier | 27% | 25% |
| Refer the patient to the district hospital | 27% | 8% |
| Nothing I wait until next order | 0% | 25% |

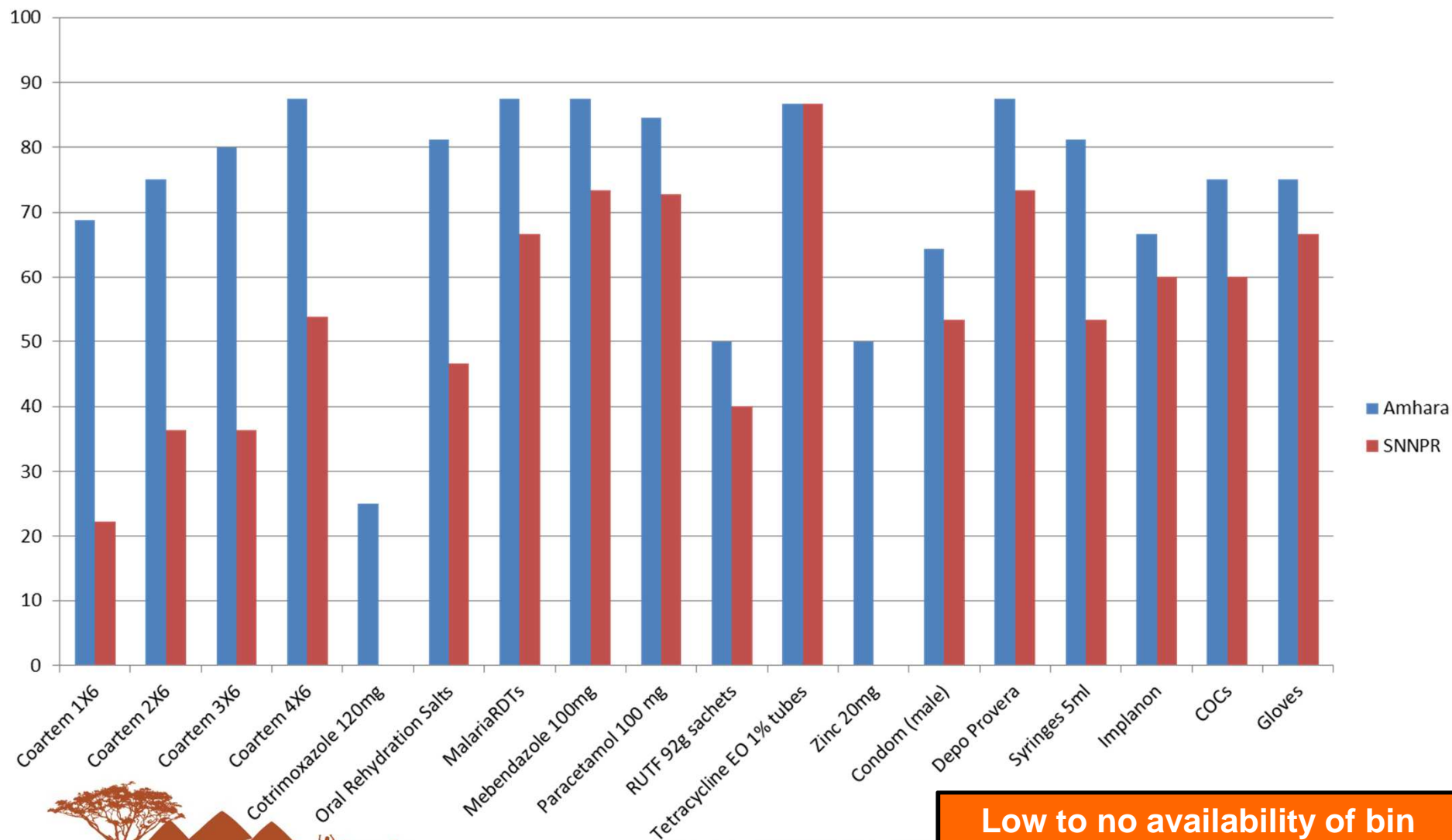


Use of Bin Cards - HC

- 100% Amhara and 93% SNNP of HC respondents reported they use bin cards and they were observed as having blank bin cards on DOV
- 6% Amhara and 0% SNNP of HC respondents reported having challenges in completing bin cards
- 37% Amhara and 25% SNNP of bin cards observed at HCs had a discrepancy of greater than 50% between PC and balance recorded



% HC with Bin Card



Low to no availability of bin cards for cotri and zinc

Management of CR Products

Reported HP products which are also CR products: ORS, paracetamol, zinc, cotrimoxazole 120mg, mebendazole, tetracycline eye ointment

| | Amhara | SNNP |
|---|--------|------|
| CR products are reported differently | 19% | 20% |
| CR products are stored separately | 31% | 47% |
| CR products are recorded on a separate bin card | 44% | 33% |

69% Amhara and 60% SNNP of HCs report they can use free HP products if run out of any of these CR products

56% Amhara and 67% SNNP of HCs report they have enough funds to purchase all the cost-recovery products you need





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Inventory Management at Health Post

Stock management

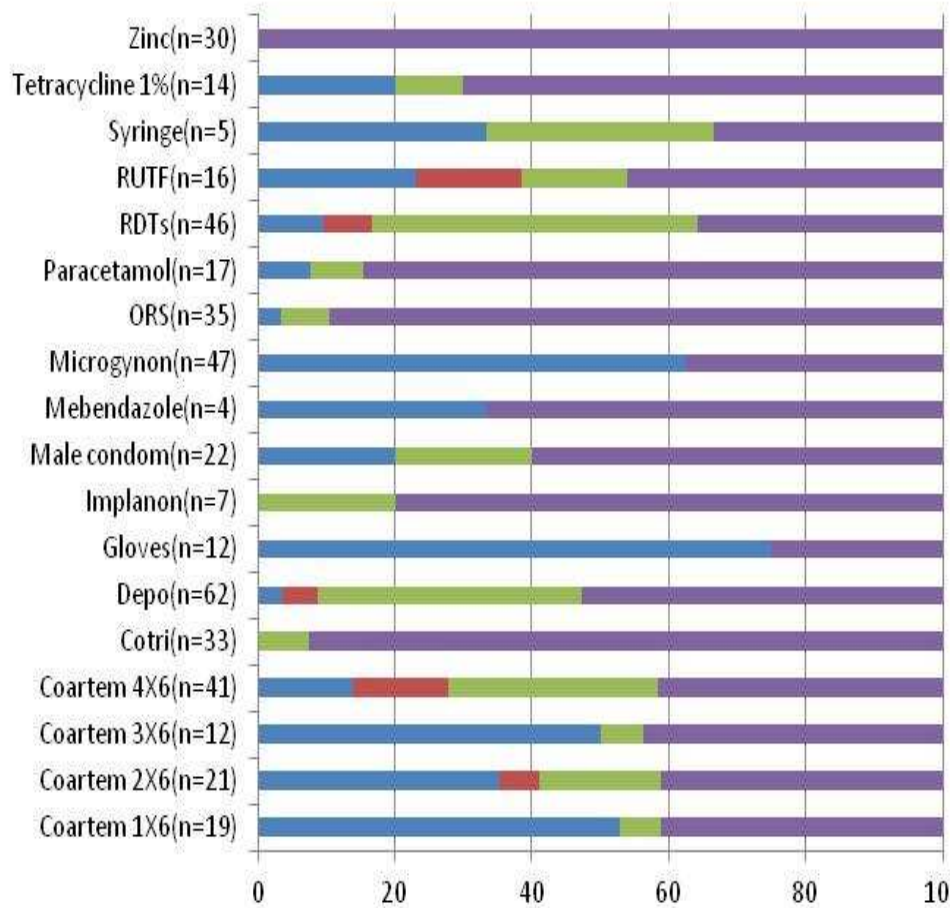
Use of receipt documents

Bin cards availability and use

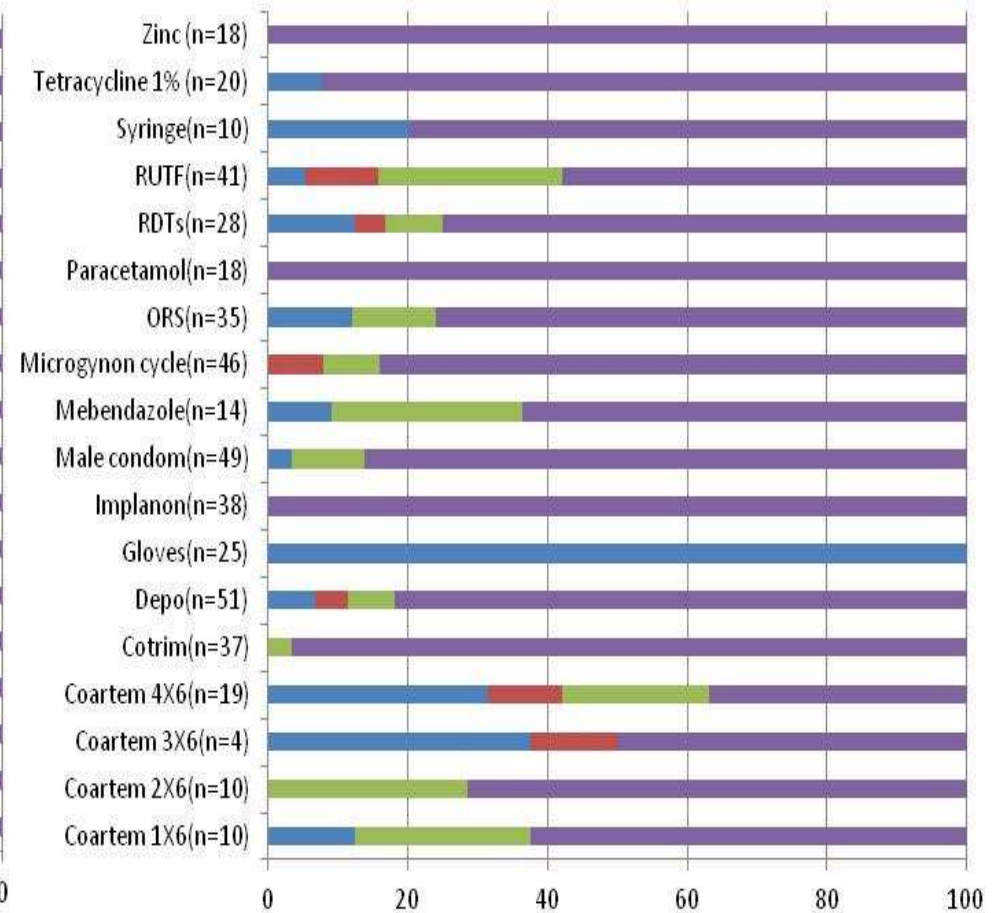


Stock Status HEWs

Amhara



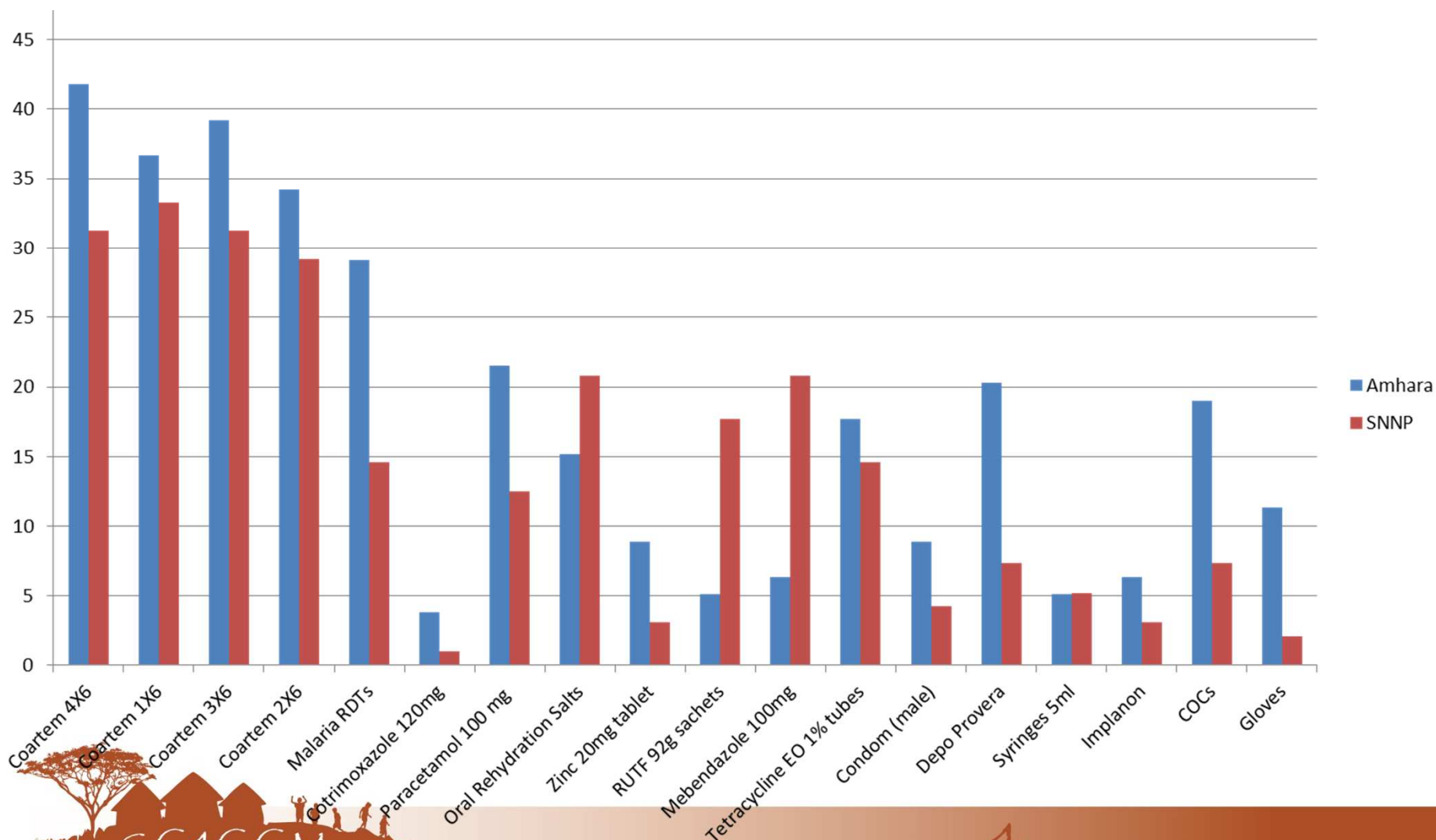
SNNP



■ no stock
 ■ understocked
 ■ adequately stocked
 ■ over stocked



% Products Reported as Most Commonly Stocked Out during Last 12 Months



Reported Reasons for Stock Out at HP

| Reported reasons for stock out | Amhara | SNNP |
|--|--------|------|
| Either they do not receive all the health products ordered or HC does not give me enough health products | 83% | 84% |
| HC did not have any | 31% | 29% |
| More and more people are coming to the HP | 33% | 40% |

What do HEWs do when they have a stock out?

- 52% Amhara and 74% SNNP said they go to the health center
- 73% Amhara and 52% SNNP said they refer the patient
- Less than 1% said they do nothing



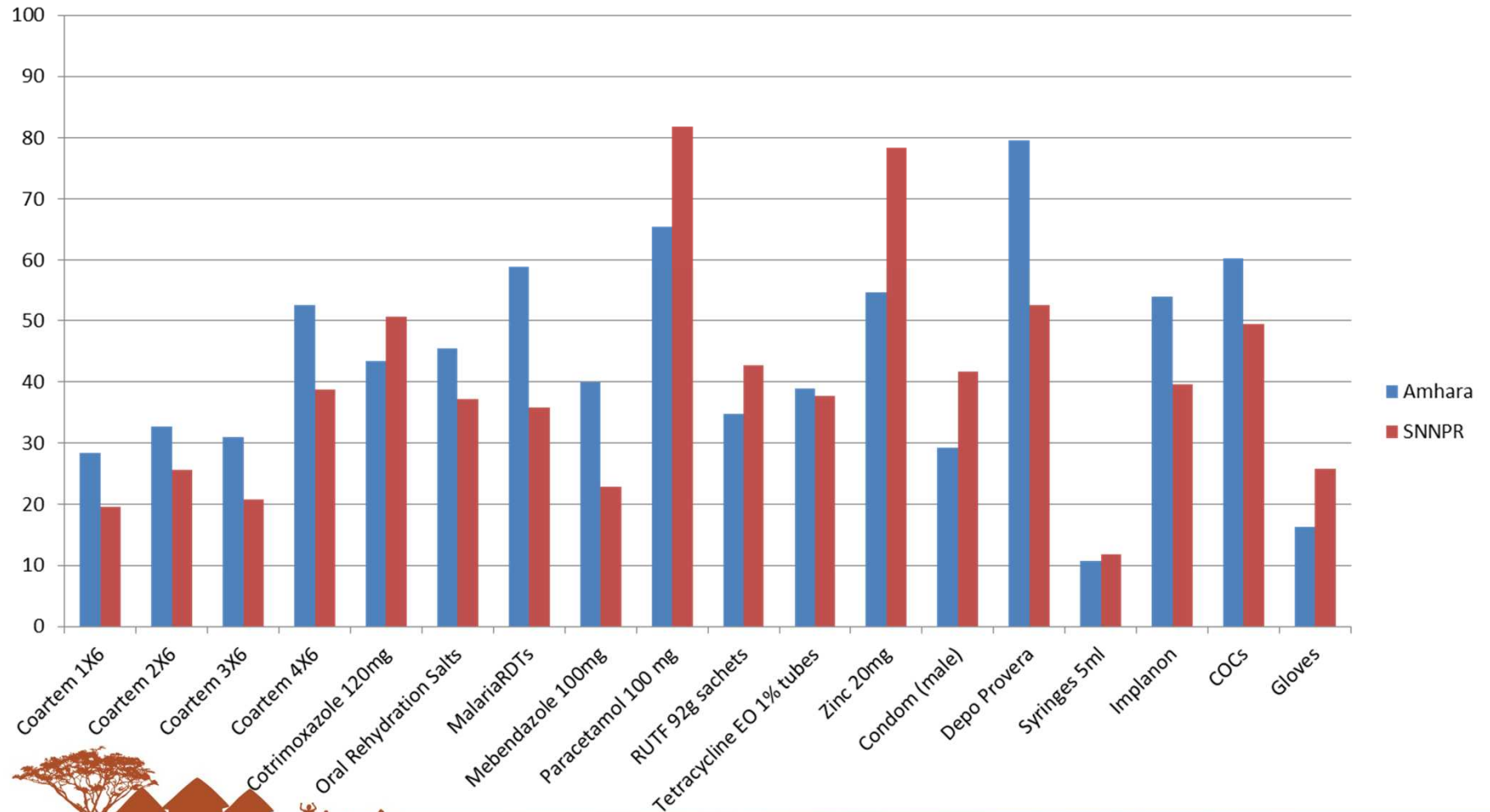
Bin Card

| | Amhara | SNNP |
|---|--------|------|
| HEWs had a bin card for every product they managed | 0% | 3% |
| Average number of products for which each HEW had a bin card | 44% | 36% |
| HEWs with bin cards stored correctly | 43% | 50% |
| Bin cards observed had a discrepancy greater than 50% between physical count and balance recorded | 41% | 24% |
| HEWs recorded a physical count for last 3 months for all 3 products: cotrimoxazole, ORS, Depo | 55% | 30% |

Bin cards not yet used consistently at Health Post



% of HPs with Bin Card by Product

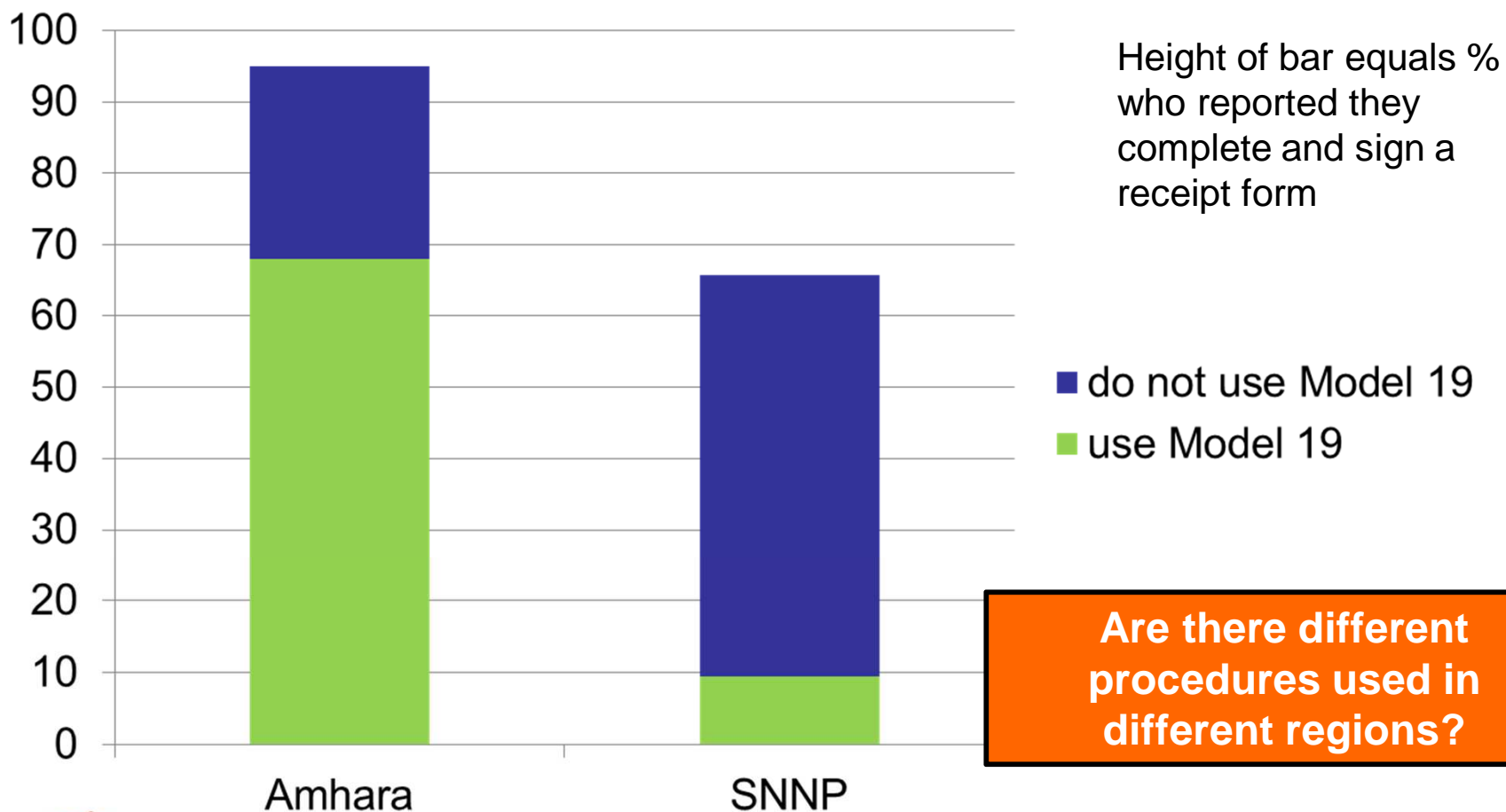


HEW Challenges in Completing Bin Cards

- 30% Amhara and 42% SNNP of HEWs reported challenges with completing Bin Card
- Three most common challenges cited were:
 - do not understand how to complete the form/s (63% Amhara and 75% SNNP)
 - too complex (53% Amhara and 60% SNNP)
 - too many forms to complete (7% Amhara and 30% SNNP)
- No one reported a lack of preprinted forms or stationary as a problem



% of HEWs Using Receipt Documents





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Reporting of Logistics Data

HCs send RRF reports to PFSA hubs
HEW complete HP portion of HPMRR form and
send to HC



HC Logistics Reporting

| % of HC Reported that | Amhara | SNNP |
|---|------------|-------------|
| Supposed to regularly complete and submit a logistics report | 100% | 93% |
| Name of report is RRF (<i>Facility Report and Requisition Form</i>) | 94% | 93% |
| Had blank copies of the RRF on DOV | 87% | 80% |
| Submit to WoHO | 69% | 100% |
| Submit to PFSA Hub | 94% | 60% |
| Report Monthly | 31% | 7% |
| Report Bimonthly | 69% | 87% |



HC Problems Completing Any Logistics Forms: Bin Cards, Logistics Reports, or Others

- 81% Amhara and 73% SNNP reported no problems
- 12% Amhara and 20% SNNP reported problems with RRF
- One person stated that the forms were too complex



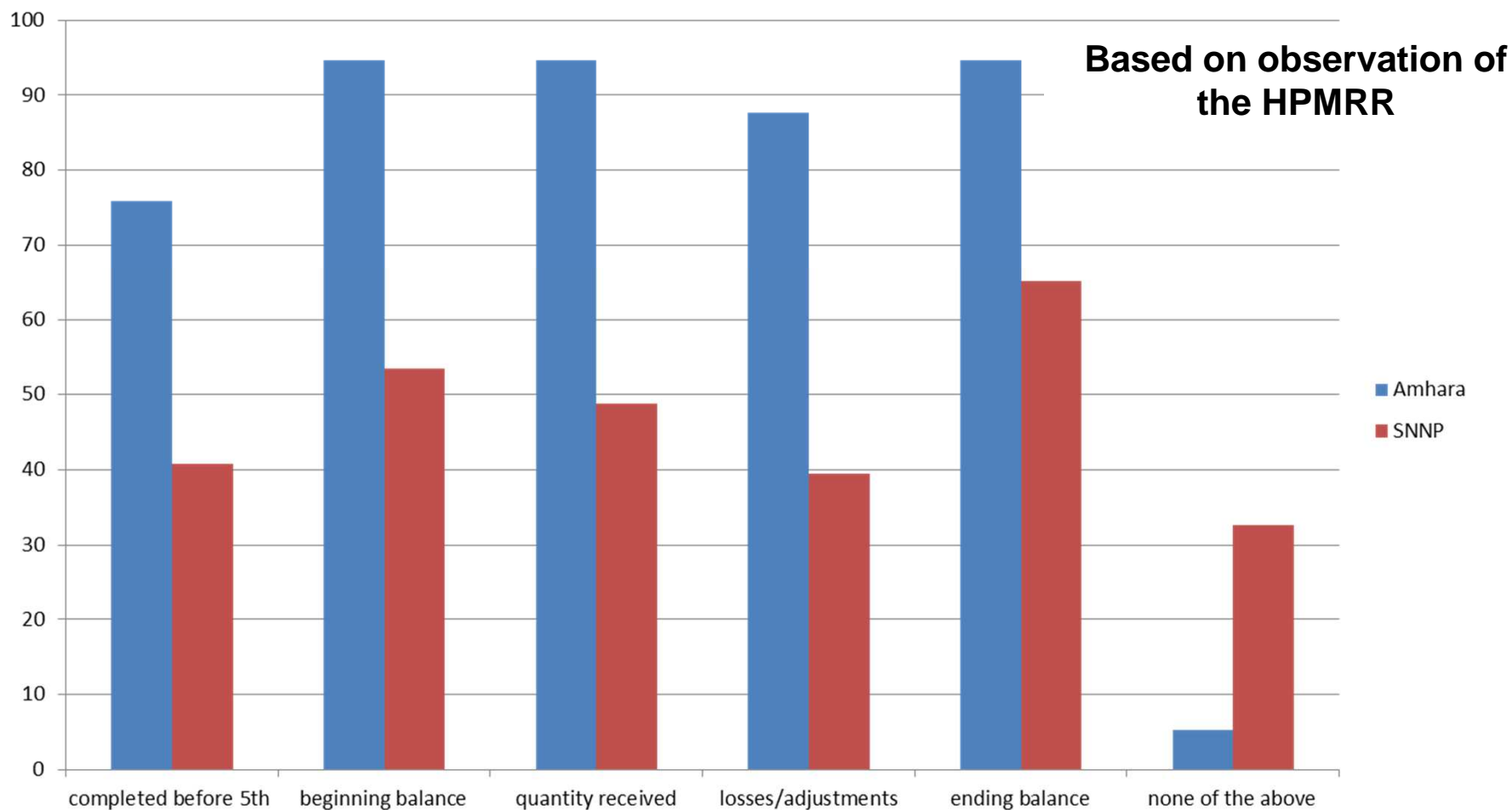
Health Post Monthly Report and Request Form

| HEWs report that they | Amhara | SNNP |
|---|--------|------|
| Submit HPMRR forms monthly | 91% | 52% |
| Submitted in the last 30 days | 51% | 29% |
| Never submitted a report | 40% | 65% |
| Submit to the health center | 95% | 57% |
| HPMRR Observed | | |
| Submitted before the 5 th day of the month | 76% | 41% |
| All columns had been completed | 68% | 29% |

Generally good use of HPMRR by HEW, some training and reinforcement still required



% HP Portion on HPMRR Complete



HEW Problems Using HPMRR

- 43% Amhara and 31% SNNP of HEWs reported challenges with completing HPMRR
- Three most common challenges cited were:
 - too complex (74% Amhara and 77% SNNP)
 - do not understand how to complete the form/s (38% Amhara and 70% SNNP)
 - too many forms to complete (15% Amhara and 33% SNNP)
- No one reported a lack of preprinted forms or stationary as a problem





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Resupplying Health Posts

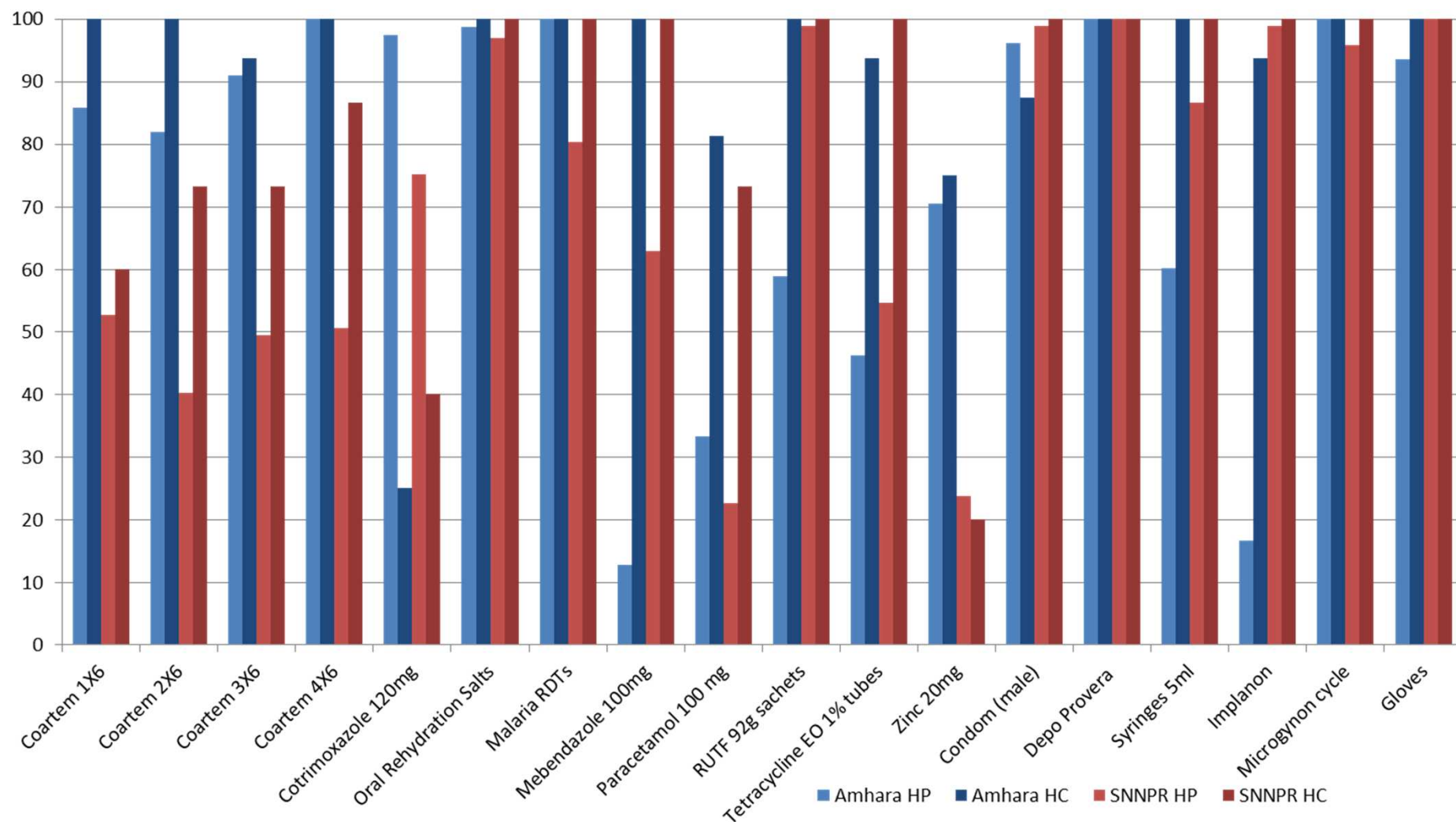


Resupply of Health Products

- 96% Amhara and 96% SNNP of HEWs reported the health center as their primary source of resupply
 - Other sources included other health centers (45%), NGOs (27%) and the WoHO (14%) plus during ICCM training and other health posts
- 13% Amhara and 42% SNNP of HEWs said they receive products monthly
- 83% Amhara and 25% SNNP of HEWs said they receive products “other”:
 - when they have a stock out, every second month, when the HC has products

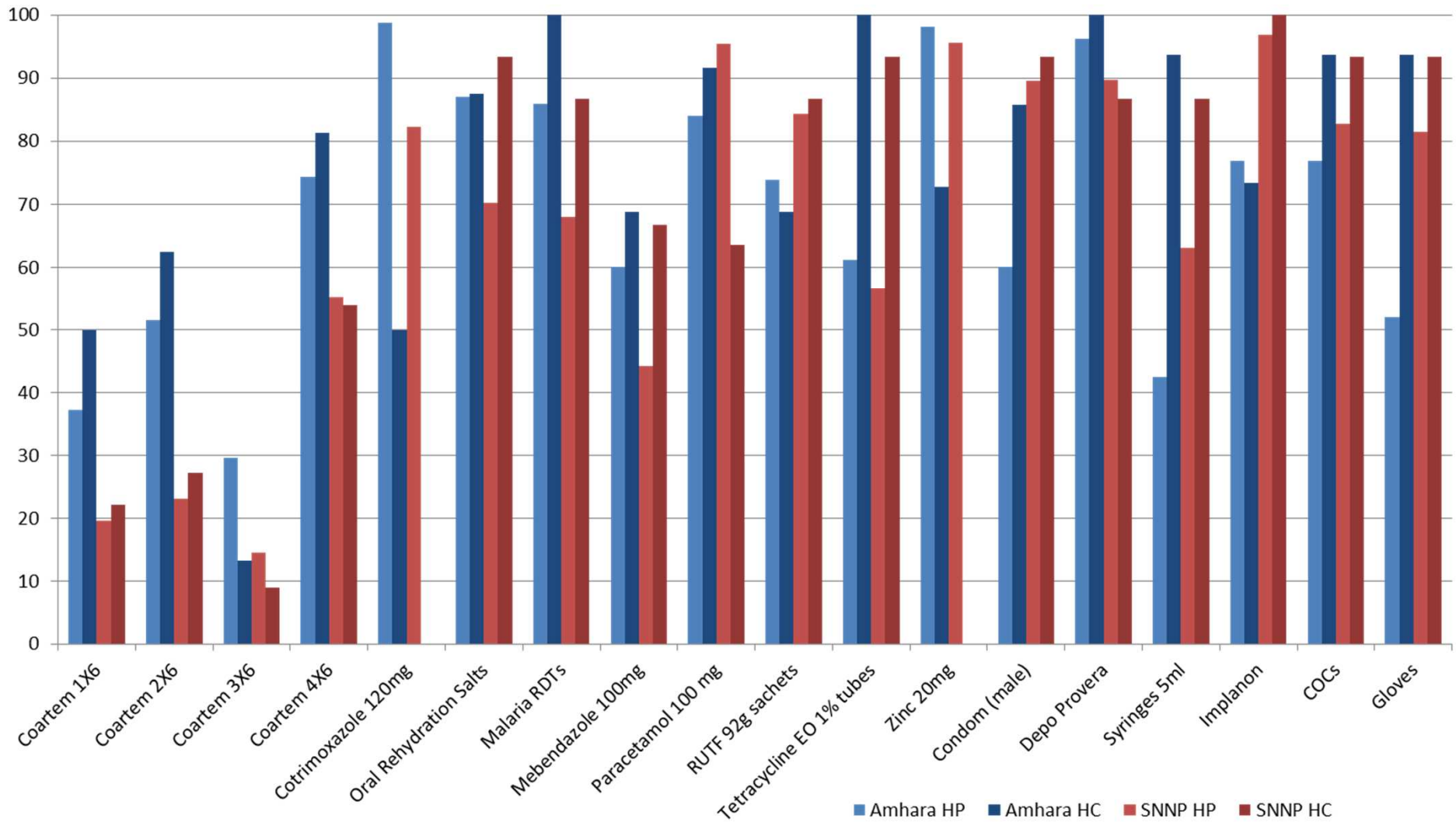


% Managing Each Products: HCs & HPs

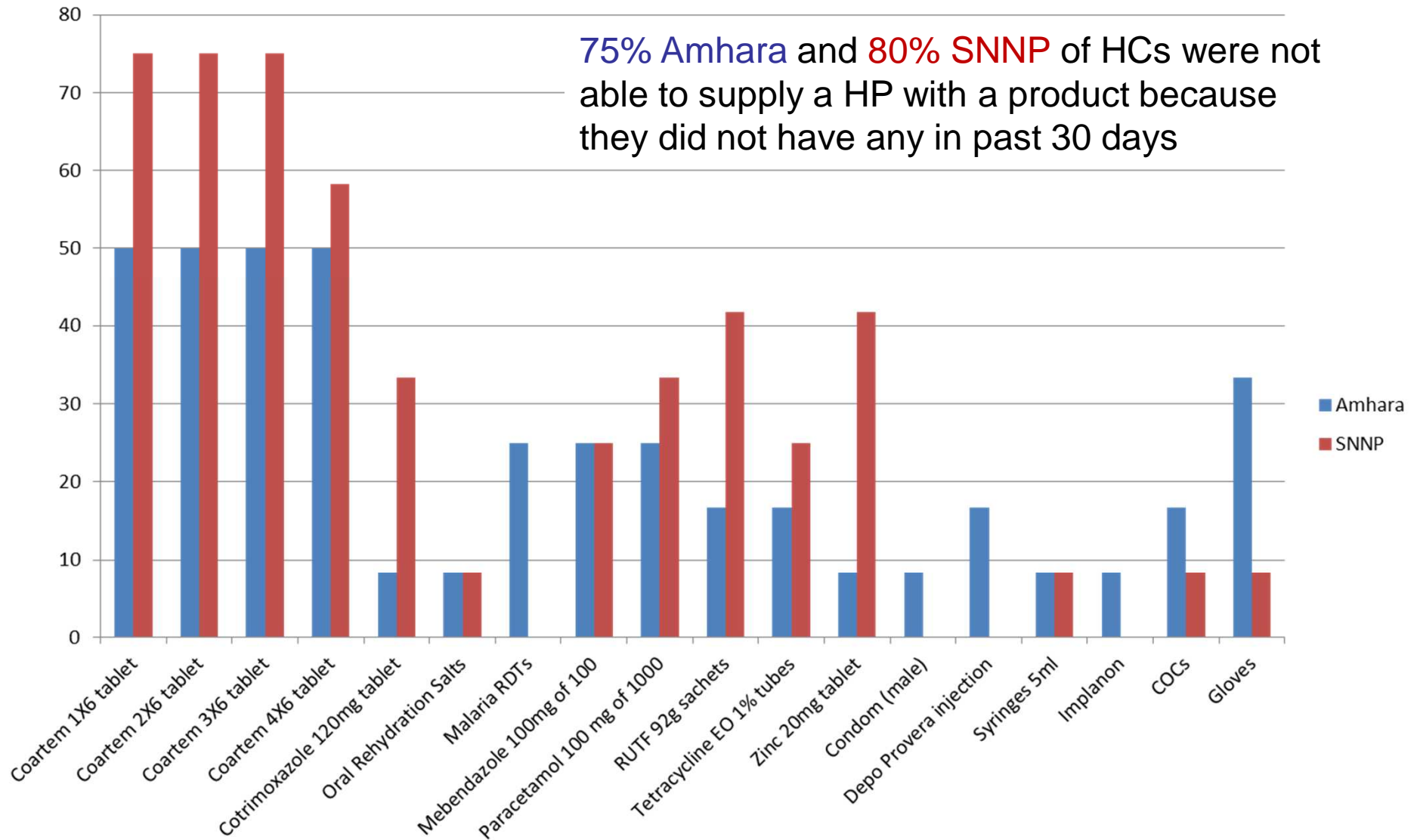


More HEWs manage cotri 120mg than HCs: cotri distribution through the training and starter kits

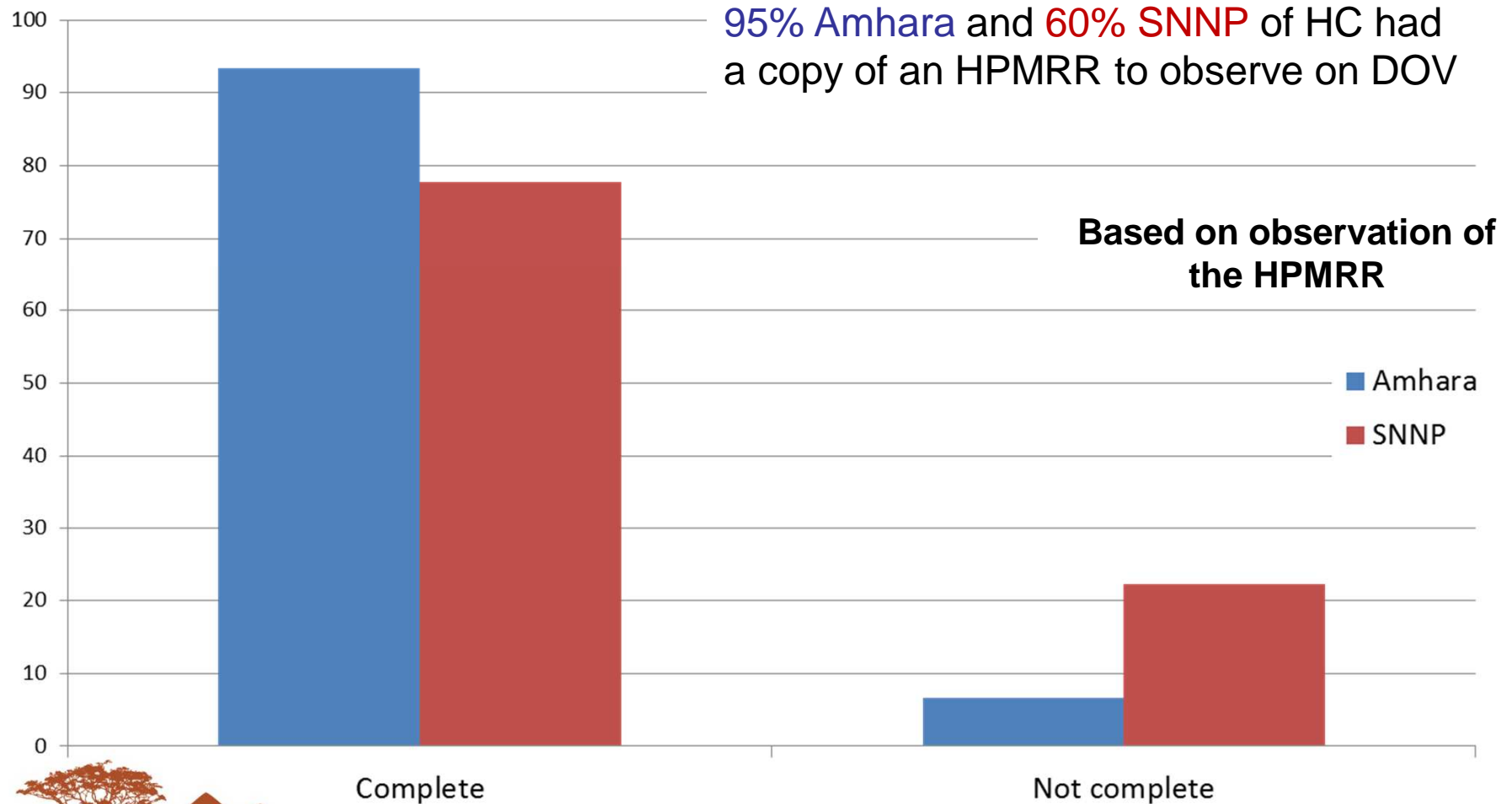
% In Stock on DOV: HCs and HPs



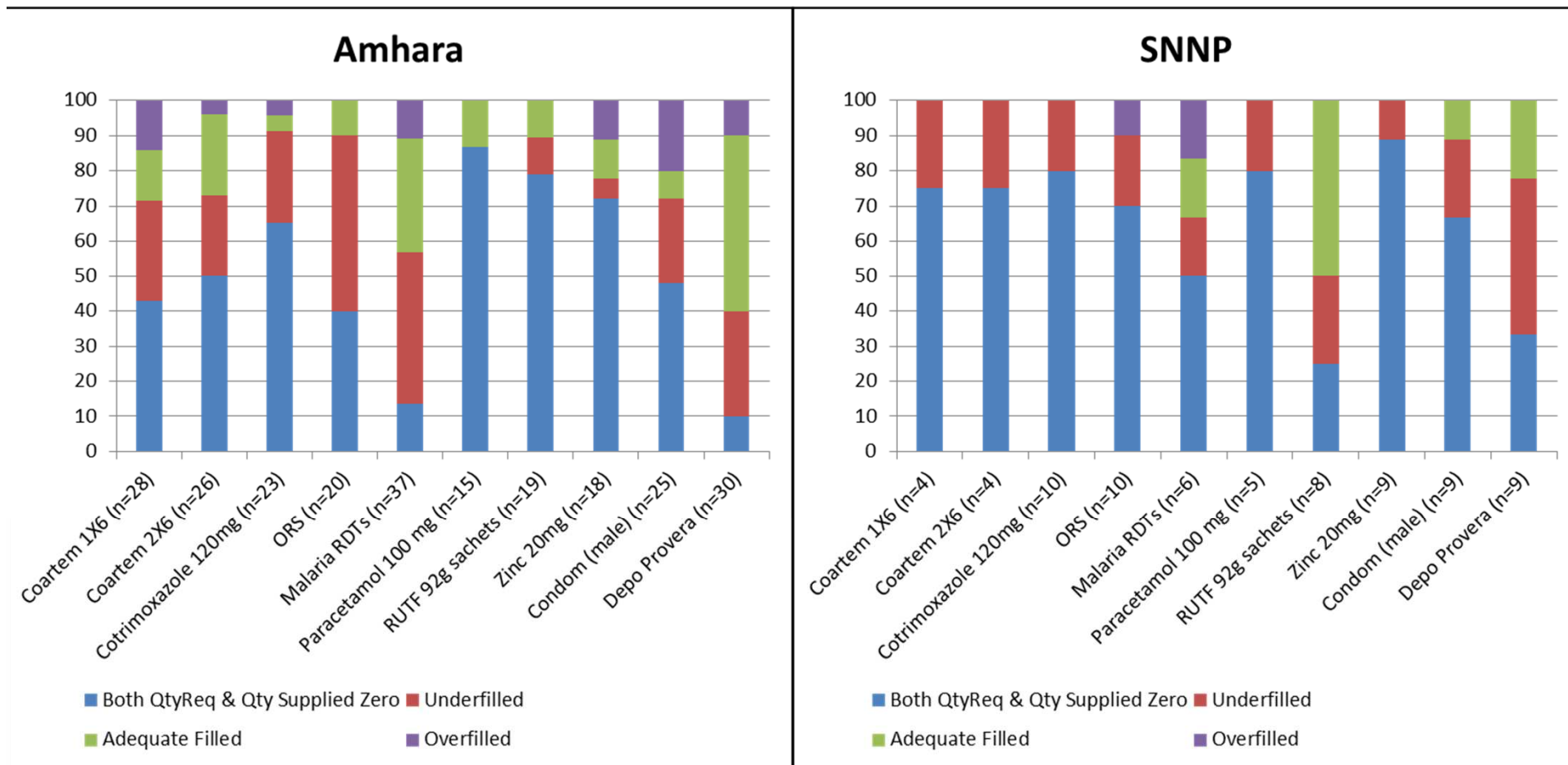
HCs Report Not Supplying HEWs Because of Stock Out



% HC Portion on HPMRR Complete



Order Fill Rate - HPMRR



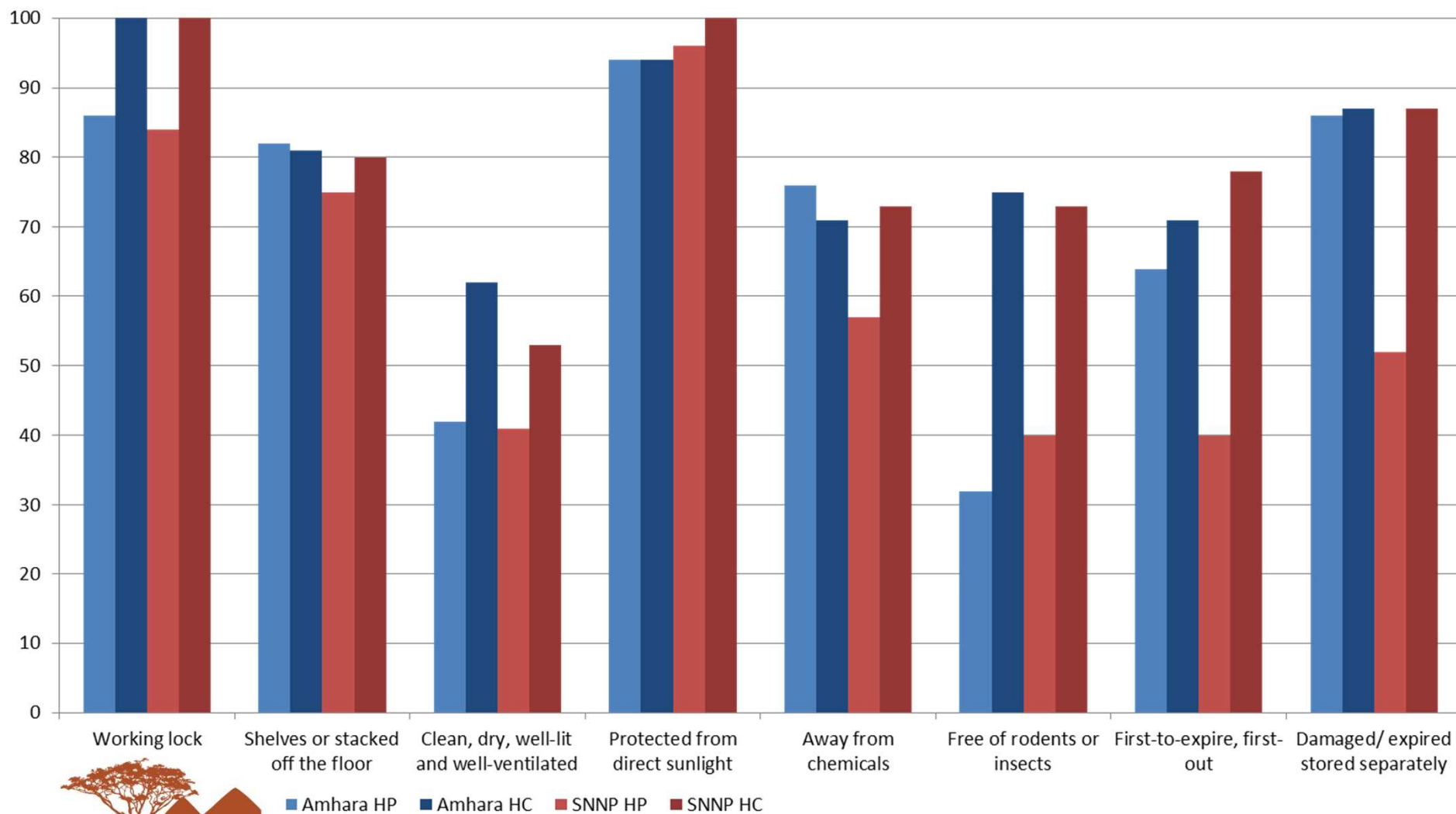


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Storage



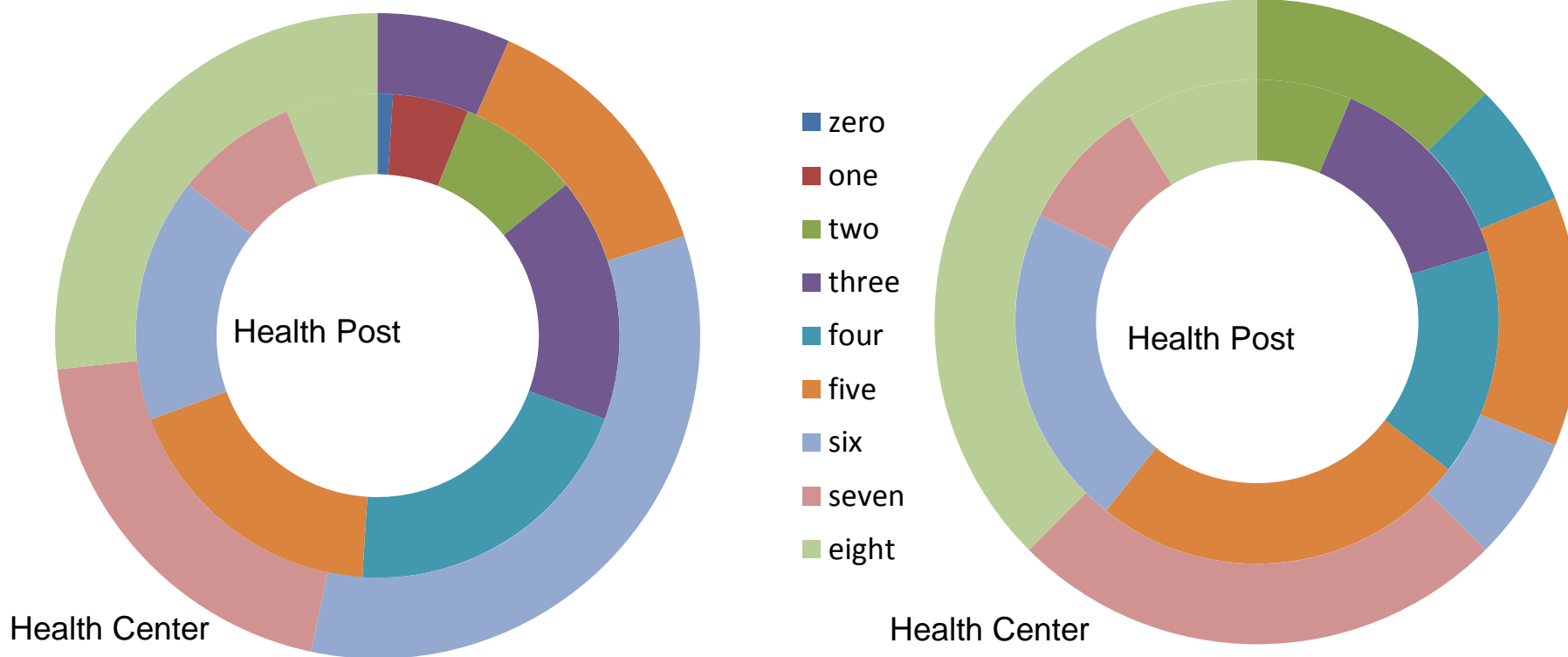
Adequate Storage Conditions at HPs & HCs



Number of Storage Conditions Met

SNNP

Amhara



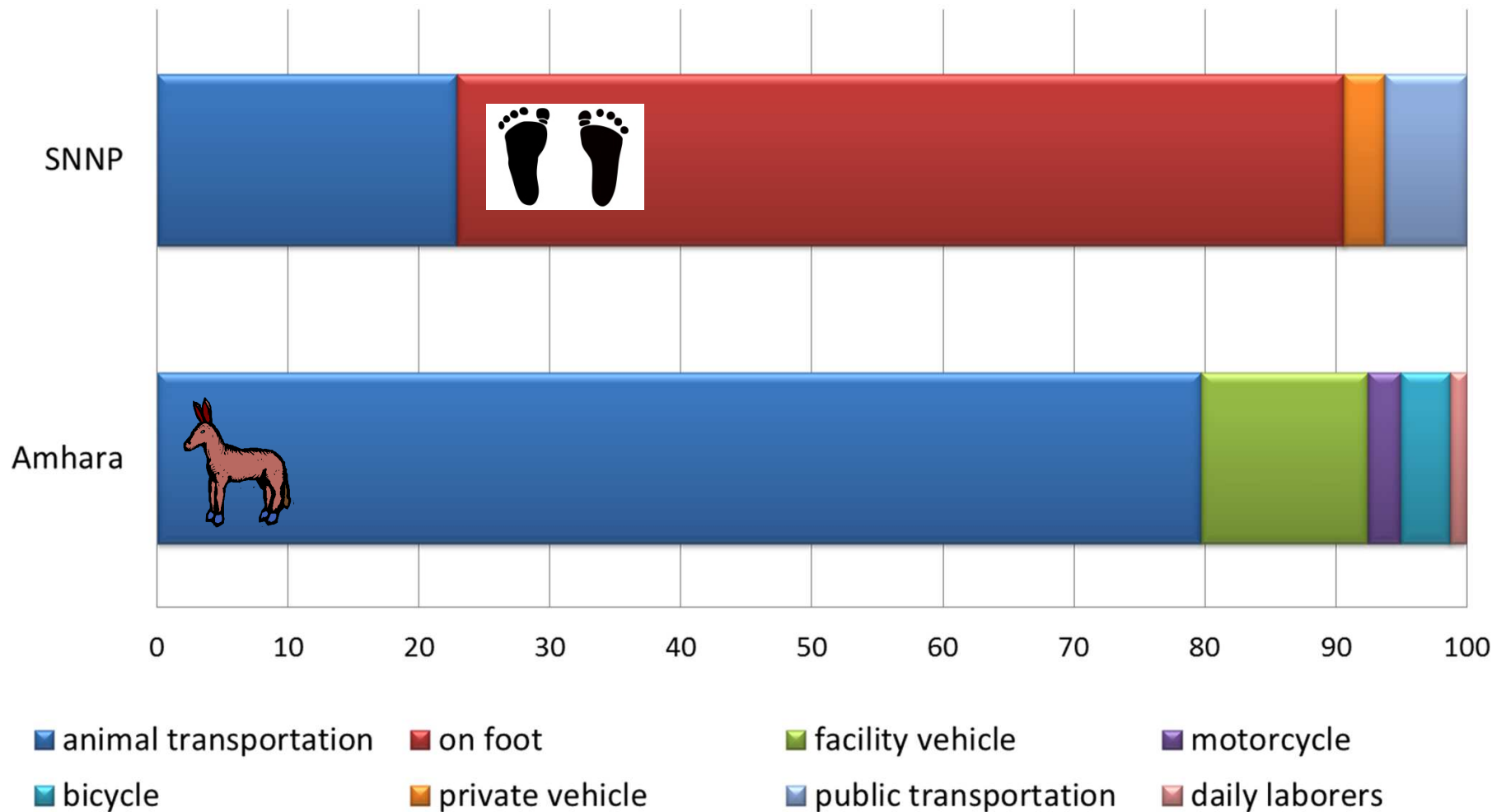


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Transport



Mode of Transport Used by HEWs to Collect HPs, by Region



Challenges of Transportation Between HPs and HCs

- Absence of access road to most HCs
- Lack of transportation with HPs with access road
- Seasonal road conditions
- HPs far away from catchment HCs
- Difficult terrain landscape and rivers with marshy area





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Support for HEWs in SC

Provision of tools

Training

Supervision and problem solving

Regular feedback



Tool Availability

| Tool | Amhara | SNNP |
|----------------|--------|------|
| Flipbook | 62% | 48% |
| Blank Bin card | 92% | 71% |
| Blank HPMRR | 75% | 56% |



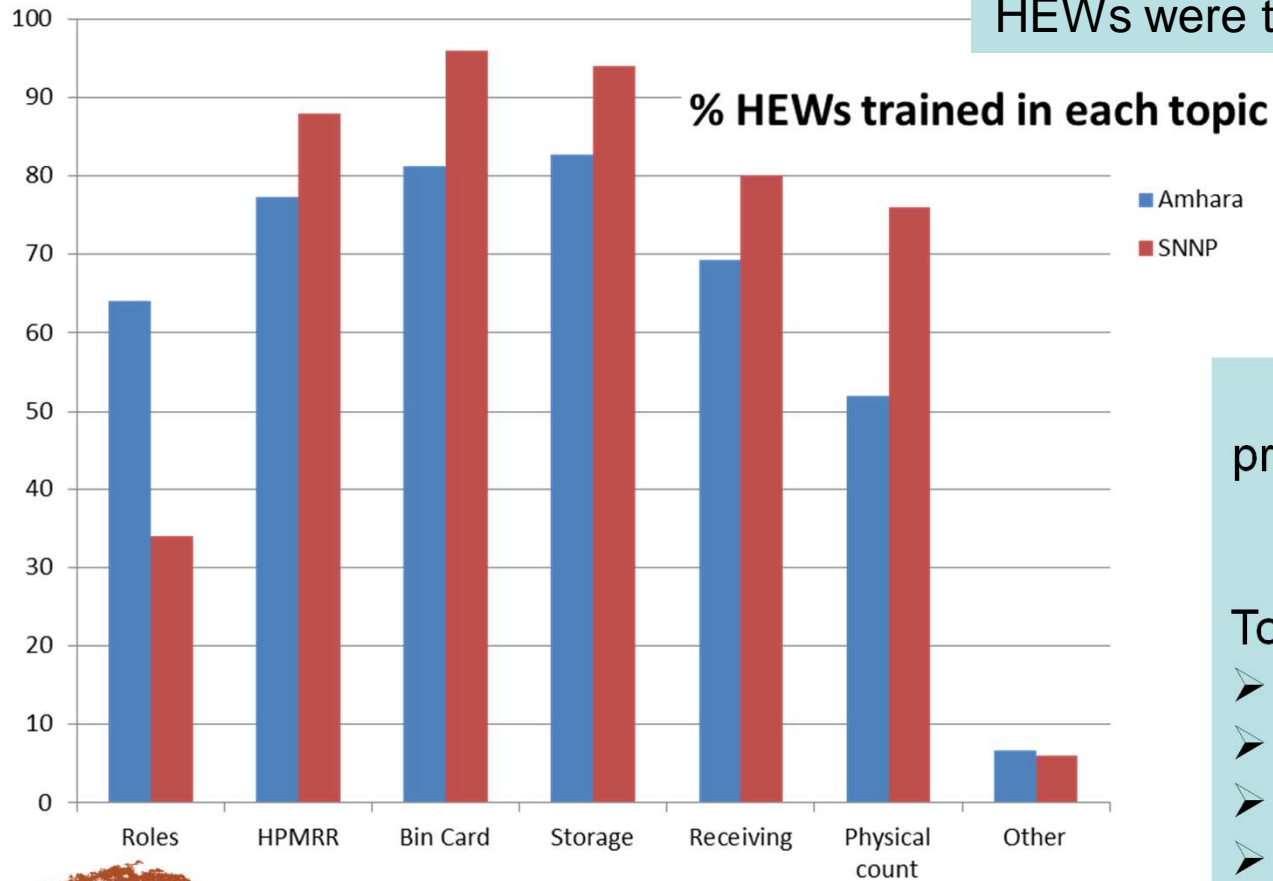
% of HC staff trained in IPLS

- 94% in Amhara and 100% in SNNP had received formal training in **IPLS**
- 69% in Amhara and 93% in SNNP SC4CCM training on **IPLS for HEWs**
- For the both majority (64%) received the training in **IPLS for HEWs** between **3 months and 1 year ago**



HEWs Trained in IPLS

95% Amhara and 52% SNNP of HEWs were trained in IPLS for HEWs



81% HCs reported providing OJT to HEWs in SCM

Topics included:

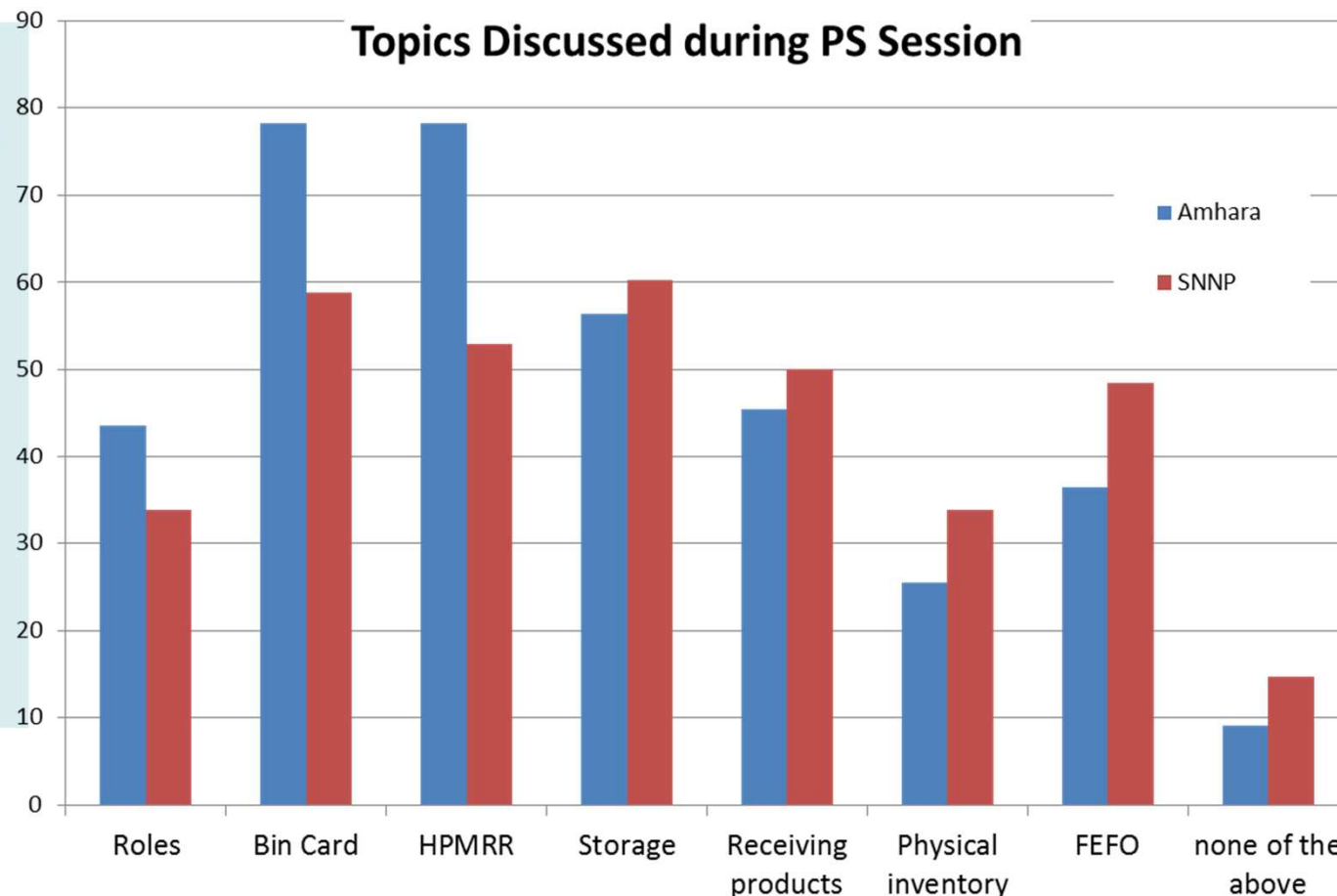
- Bin card 74%
- Storage 74%
- HPMRR 65%
- Receiving & PC 58%



Frequency and Topics of Problem Solving Sessions

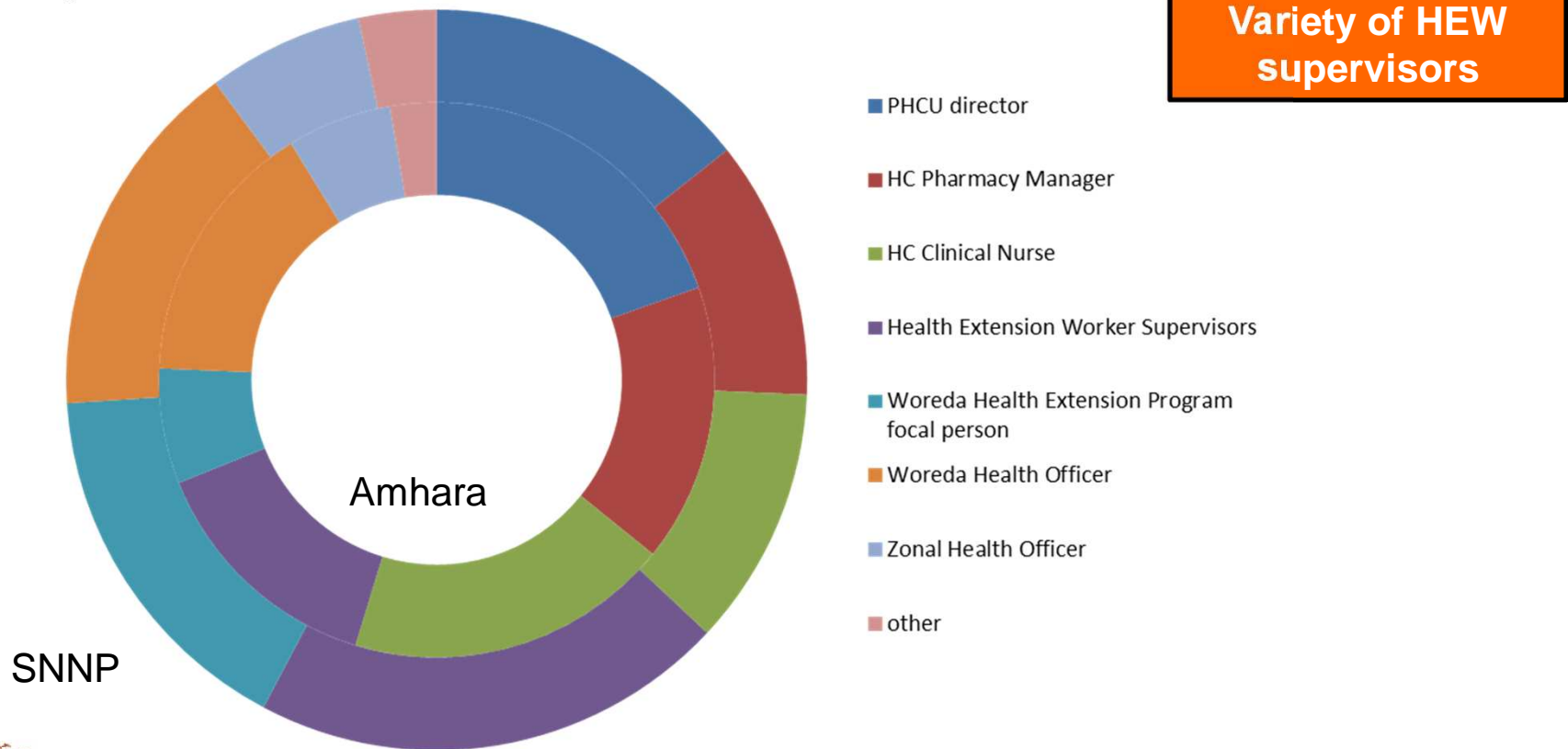
70% of HEWs report participating in a PS session during a PHCU meeting

- Average of 7 sessions in Amhara & 5 sessions in SNNP



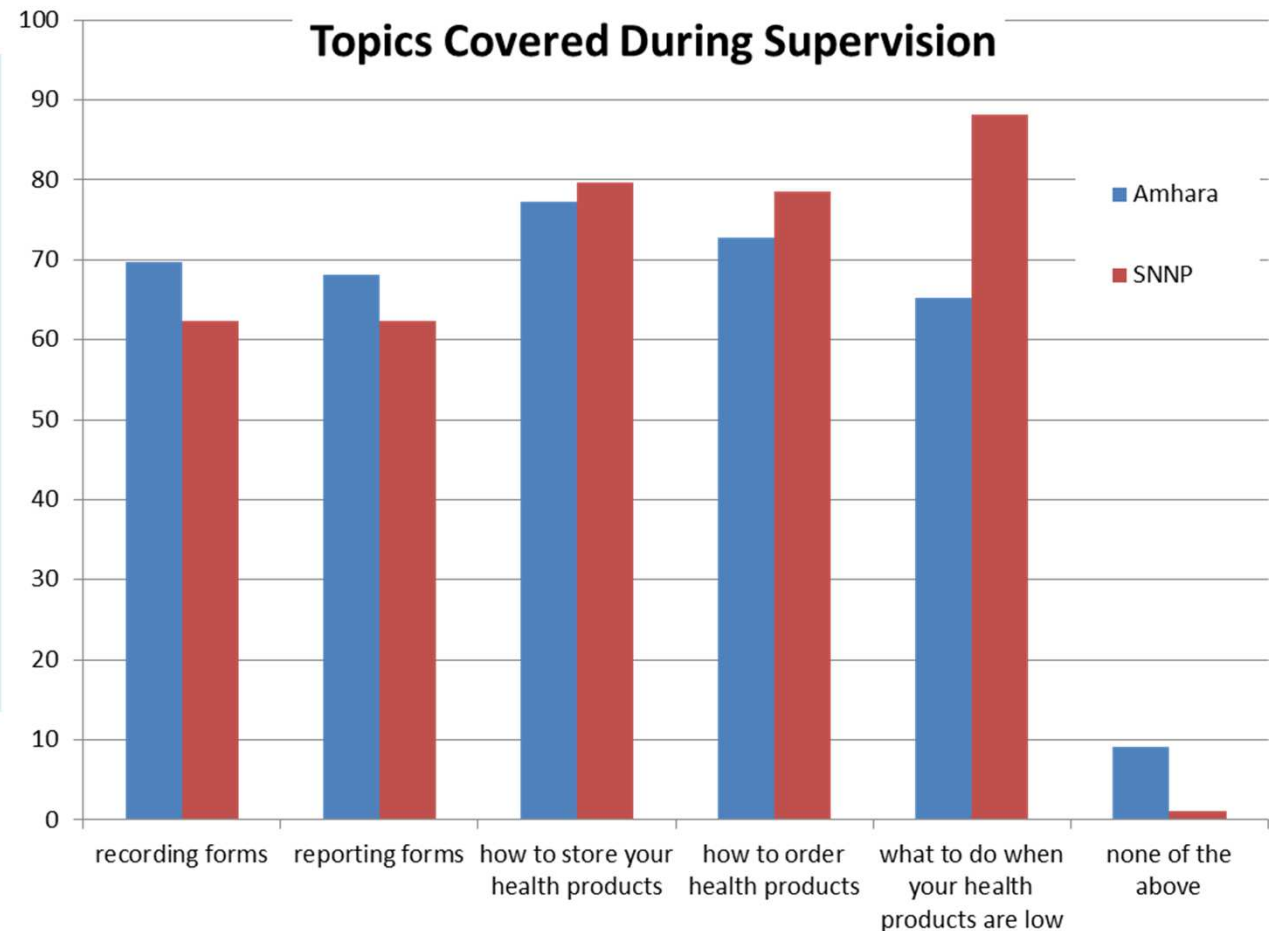
Supervision of HEWs

- 84% Amhara and 97% SNNP reported they receive supervision



Frequency of Supervision and Topics Discussed

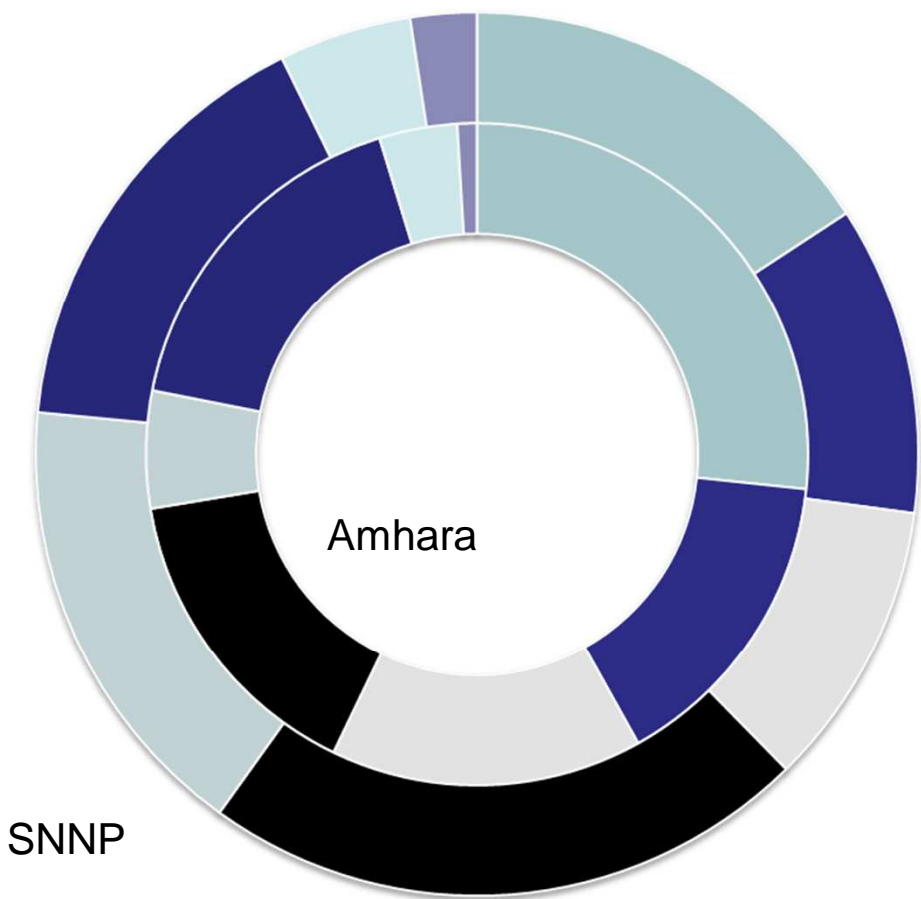
- 79% of HEWs report they receive supervision at least once a month; majority more often
- Inclusion of supply chain topics is over 60% for all categories



Provision of Feedback to HEWs

85% Amhara and 95% SNNP of HEWs reported they receive feedback

81% Amhara and 93% SNNP of HCs reported providing feedback



- PHCU director
- HC Pharmacy Manager
- HC Clinical Nurse
- Health Extension Worker Supervisors
- Woreda Health Extension Program focal person
- Woreda Health Officer
- Zonal Health Officer
- other



What does it all mean?



Areas of Focus for Strengthening IPLS for HEWs Identified by Regions

- Strengthen linkage between HC and HP
 - Improve HEW skills and knowledge
 - Promote supportive supervision and immediate on-site feedback
 - Use integrated supervisory checklist which includes supply chain tasks
 - Conduct regular PHCU meetings which include problem solving for supply chain issues
- Ensure smooth flow of ICCM products through HC



Areas of Focus for Strengthening IPLS for HEWs Identified by Regions

- Promote facility budgeting for tools/forms and shelving
- Address IPLS for HEWs skill gap at HC
- Develop recognition system to motivate high performing HEWs
- Align PHCU meeting and monthly salary pay day to ensure product resupply is available on that day



Areas of Focus for Strengthening the IPLS for HEWs

- Ensure HCs manage all products managed by HPs and improve product availability at HCs
- Improve the use of bin cards and HPMRR at HP level and Model 19 if applicable to region
- Reinforce procedures for resupply between HC and HP
- Provide support to HEWs to improve storage conditions
- Problem solve with HEWs to improve transportation options so products don't get left behind



Mechanisms for Strengthening the IPLS for HEWs

- Regular supportive supervision to HEWs on SCM with OJT as necessary
- Ongoing problem solving sessions with PHCU monthly meetings
- Follow up with HCs to ensure they have the skills to support the HEWs in their SCM tasks
- Conduct quarterly review meetings at Woreda level to share experiences and discuss common problems
- Support HC and PFSA Hubs to have adequate stock of HP products to resupply HPs

